



*A New Mindset*

# Workplace Mental Health & Wellbeing Programs

An overview



# A New Mindset

A New Mindset is a suite of workplace mental health and wellbeing programs developed by the OzHelp Tasmania Foundation.

**OzHelp Tasmania is pleased to provide this booklet for inclusion in the  
MHCT Workplace Kits, supporting Mental Health Week 2019**



*We all have a role to play*

*6-12 OCTOBER*

If you would like a hard copy of this booklet, please  
send your request to [admin@ozhelptasmania.org.au](mailto:admin@ozhelptasmania.org.au)

## **The OzHelp Tasmania Foundation**

OzHelp Tasmania contributes significantly as a suicide prevention organisation in addressing many risk factors around mental health that could ultimately lead to suicide. This is done in a proactive and industry embedded manner. Good mental health practices support a healthy and productive workplace, which in turn supports effective suicide prevention.

# Your support in the workplace

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With ten years of experience as a leader in workplace mental health and wellbeing training and support services, OzHelp Tasmania is perfectly placed to assist businesses and employers to meet the challenges of improving the mental health and wellbeing of their workplaces.

Our suite of programs includes consultancy services, group training and individual support. These programs can be tailored to support your workplace requirements and are all designed to ensure your most valuable asset, your people, are able to stay healthy, build resilience and achieve their full potential.

Good workplace mental health practices have been shown to reduce absenteeism and presenteeism, reduce workforce turnover, decrease stress, increase productivity and improve staff health and wellbeing. This, in turn, helps create a resilient workforce that can face the challenges of change, enabling you to establish your workplace as an employer of choice.

Our staff are well recognised within their fields and our materials are based on best available evidence and best practice gleaned from extensive experience and research. We identify the right resources to meet your needs.

## But it's so complicated – where do I start?

Your workplace may simply need a more structured approach to mental health and wellbeing to ensure that it becomes part of your work, health and safety planning and people and culture management processes. Alternatively, you may be interested in implementing a training or assistance program to support the mental health and wellbeing of individuals in your organisation.

This can start with a no obligation discussion about your workplace needs. We can provide you, and key stakeholders within your workplace, the support and guidance necessary to clearly document a tailored workplace response to issues around mental health and wellbeing.

The following pages provide background information on workplace mental health and wellbeing and highlights the programs that OzHelp provides with suggested audiences. It also outlines how each program fits into different categories of promotion, prevention, intervention, recovery and support.

If you would like to discuss implementing a mental health and wellbeing program, contact OzHelp by phone on 03 6231 0919 or email [admin@ozhelptasmania.org.au](mailto:admin@ozhelptasmania.org.au)

Our aim is for your businesses to be in a position to develop, enhance and implement a mental health and wellbeing program that suits your business needs, resources and budget.

**"Supporting  
Workplace  
Mental Health  
and Wellbeing"**

[www.ozhelptasmania.org.au](http://www.ozhelptasmania.org.au)

# It is a workplace issue

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It is often presumed that a worker's mental illness or mental ill-health develops outside of the workplace. However, an unhealthy work environment or a workplace incident can cause considerable stress and exacerbate, or contribute to, the development of mental ill-health. Mental health is therefore a workplace issue. Employers who manage a healthy workplace, help all staff maintain their mental health. This is not only best practice for employers, it is good for business.

**With 45% of Australians affected each year the cost of ignoring the problem is far greater than the cost of developing and implementing strategies to create a safe and healthy workplace.**

Mental ill-health is more prevalent than many people realise. Around 45% of Australians aged between 16 and 85 will experience a mental illness at some point in their life, while one in five Australian adults will experience a mental illness in any given year<sup>1</sup>. A worker may develop mental ill-health prior to employment or during employment.

Research indicates that 'job stress and other work-related psychosocial hazards are emerging as the leading contributors to the burden of occupational disease and injury'<sup>2</sup>. Recent statistics highlight that 3.2 days are lost each year through workplace stress<sup>3</sup> and a recent survey of 5,000 workers indicated that 25% took time off each year for stress related reasons<sup>4</sup>. In relation to psychological injury claims, work pressure accounts for around half of all claims and harassment and bullying for around a quarter of claims<sup>5</sup>.

In reality, people with a mental health condition can, and do, work and you may already be managing or working with employees with a mental health condition with or without knowing it. Correspondingly employment has a positive effect on mental health with a strong link between good mental health and workforce participation.

1. ABS 2008 National Survey of Mental Health and Wellbeing: Summary of Results
2. AHRC, Workers with Mental Illness: a Practical Guide for Managers, 2010
3. Medibank Private, the cost of workplace stress in Australia, 2008
4. *ibid.* AHRC
5. *ibid.*, Medibank Private



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It also:

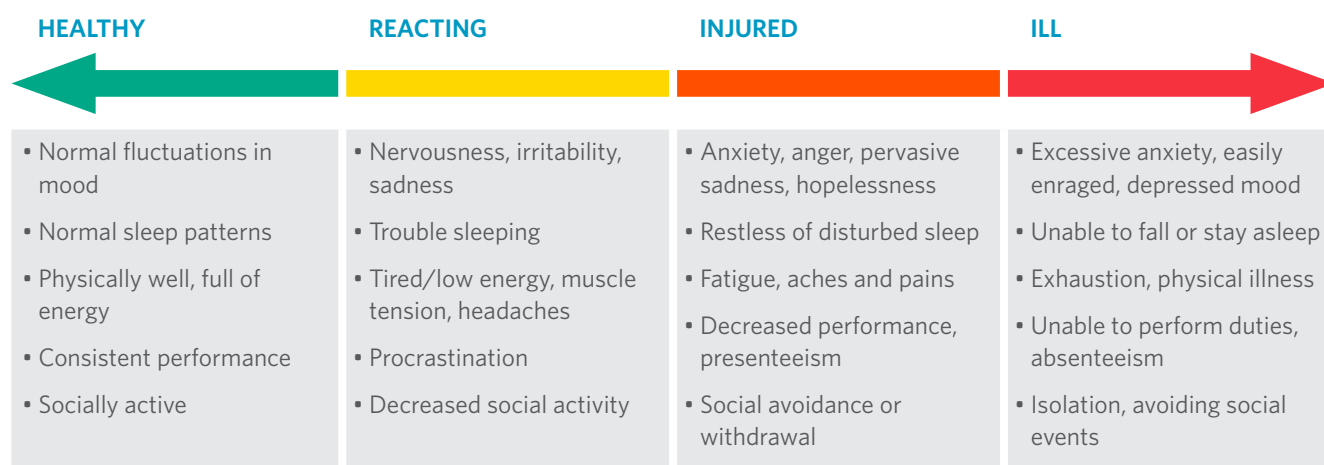
- More importantly a mentally healthy workplace creates a resilient and resourceful workforce and an environment where workers, at all levels, feel supported to achieve personal and professional goals.



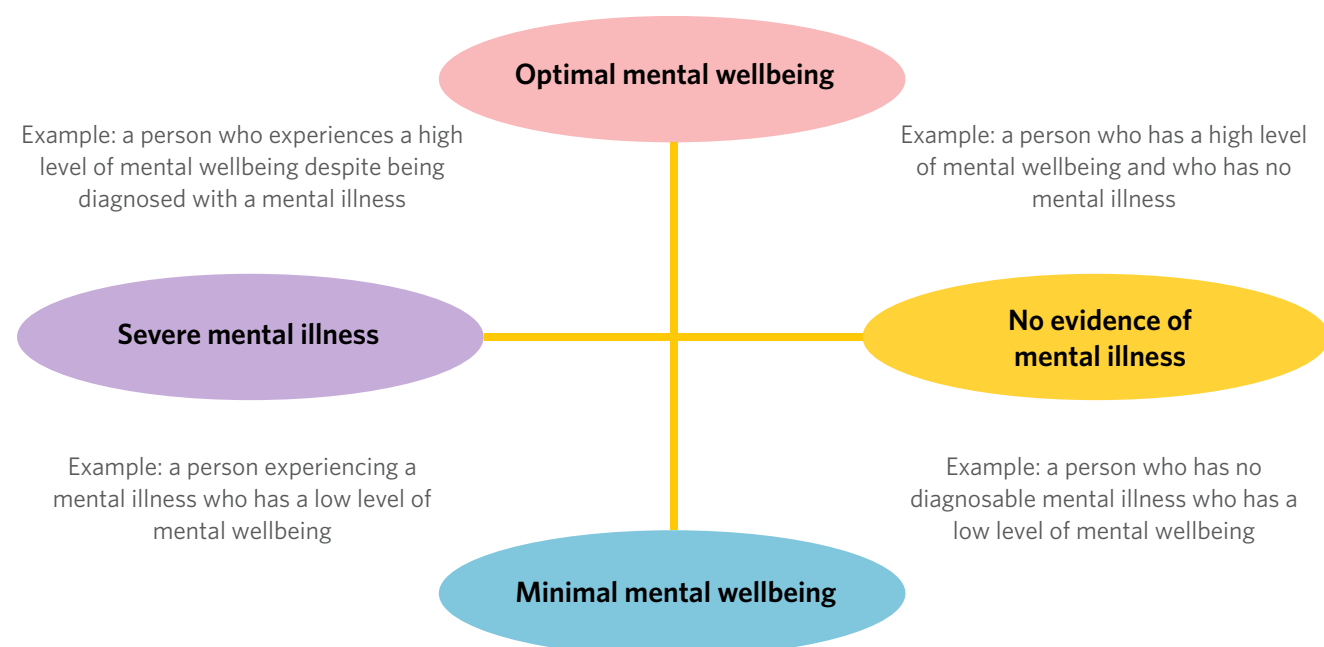
1. PwC 2014 A mentally healthy workplace return on investment analysis

# The mental health continuum

Everyone's mental health varies during their life. Mental health exists on a broad continuum; from positive, healthy functioning through to severe symptoms or conditions that impact on everyday life and activities.



Mental health is not fixed or static – a person can move back and forth along their own personal continuum over time, in response to different stressors and experiences. Each person's knowledge and skills in promoting their own wellbeing (self-care) will also influence their mental health at any point in time. At the green end, people tend to show resilience and high levels of wellbeing. This does not mean they never experience any challenges to their mental health. Rather, they draw on a range of coping mechanisms and supports to effectively manage any difficulties as they come along.



It is important to note that the mental health continuum does not necessarily reflect the presence or absence of a diagnosed mental illness. For example, a person with a diagnosed mental illness may achieve high levels of mental health and wellbeing, if the condition is managed effectively. Equally, someone may be experiencing a range of symptoms and/or facing major life stressors – such as a relationship breakdown, financial difficulties or job stress – that can severely affect their mental health, but do not necessarily cause a mental illness.

# A mentally healthy workplace

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A mentally healthy workplace actively minimises risks to mental health; promotes positive mental health and wellbeing; is free of stigma and discrimination; and supports the recovery of workers with mental health conditions for the benefit of the individual, organisation and community.

Most workers successfully manage their mental health without it impacting on their work. Some may require workplace support for a short period of time, while a minority will require ongoing workplace strategies.

Forward-thinking organisations are increasingly realising the benefits of adopting an integrated approach to mental health and wellbeing, as they develop a greater understanding of the relationship between their workers, the work environment and the overall performance of the organisation.

An integrated approach to mental health combines initiatives for promotion, prevention, intervention, recovery and support.

## An integrated approach

Evidence indicates that an integrated approach to mental health and wellbeing in the workplace will lead to the greatest benefits for organisations and workers. Integrated approaches draw on the following four key areas of focus:

- **Promotion** – Raise awareness and reduce stigma.
- **Prevention** – Prevent the onset of mental ill-health through addressing risk and protective factors, capacity building and culture development.
- **Intervention** – Identifying, responding and addressing mental health difficulties and conditions among workers.
- **Recovery and support** – promoting recovery through return to work.

Research suggests that these four approaches are complementary and together they are an effective, comprehensive approach to mental health and wellbeing.





# A comprehensive service

OzHelp Tasmania offers a comprehensive service that supports organisations who are just stepping into the mental health and wellbeing space, through to organisations that are looking for practical options to enhance their work, health and safety and people and culture programs. This includes:

- A consultancy service that may involve:
  - Executive, management and committee presentations
  - Situational analyses and workplace surveys
  - Aligning mental health and wellbeing with WHS and HR systems and plans
  - The development of mental health and wellbeing strategies, policies and action plans
- Training activities that include: nationally accredited Mental Health First Aid; workplace mental health and wellbeing; resilience; young worker and apprentice life skills; suicide awareness and prevention.

## Research informed

Our workplace programs are research informed, evaluated and continually moderated to ensure that what we deliver is relevant, up to date and follows best practice. We have over ten years of experience delivering to workplaces across all industry sectors incorporating evaluation and feedback for the inclusion of relevant information and practical workplace tools.

## Tailored

It goes without saying that not all workplaces are the same. Our experience with large to small businesses across all sectors (including government, private and not for profit) enables us to:

- Tailor a solution that suits workplace needs, resources and budget
- Customise to your specific business context and environment
- Adjust training to address specific concerns or issues

## Evaluated outcomes

All training is evaluated through participant feedback that can inform future sessions and provide your organisation with a de-identified summary of the relevance, impact and achievement of training objectives.

## Not just walk in-walk out

All training and workshops are backed up by participant access to one on one support in relation to any matters raised within activities conducted in the workplace. Ranging from 15 – 30 minutes this follow-up can be undertaken directly after training or at another time convenient to the participant. Our aim is to ensure that individuals have the appropriate knowledge as well as the opportunity to address individual concerns and seek appropriate guidance.

We also recognise that participants themselves may not be directly affected by mental ill-health but may be impacted through connections with other colleagues, family, friends, sports clubs and social activities. Our staff can provide guidance and advice to ensure they receive appropriate support.

## State-wide and interstate

Based in Tasmania, we provide state-wide (including King and Flinders Islands) and interstate services.

# Our programs

OzHelp Tasmania offers a range of programs tailored to the requirements of the organisation and the needs of every level of the organisation.

	Overview	Senior Managers	Managers and Supervisors	Staff and Team Members	Young Workers/ Apprentices
<b>Mental Health and Wellbeing</b>					
Consultancy Services	Executive briefing Workplace Analysis (WHS, HR, Ops) Strategy and Policy Development Workplace Program Development Workplace Surveys	✓	✓		
Managing Mental Health and Wellbeing in the Workplace	Manager/supervisor skills to identify and support mental health in the workplace	✓	✓		
Introduction to Mental Health and Wellbeing	Understanding mental health & wellbeing and looking after ourselves		✓	✓	✓
Supporting Others in the Workplace	Understanding mental health & wellbeing and supporting others		✓	✓	✓
Mental Health First Aid (Nationally Accredited)	Key skills to give initial help to someone developing a mental health problem or experiencing a crisis	✓	✓	✓	✓
<b>Resilience and Life Skills (1)</b>	Knowledge and practical tools to increase coping capacity and managing work/life stresses	✓	✓	✓	✓
<b>Young Worker/Apprentice Program (2)</b>	Transition to work/life skills for young workers to build connectedness and resilience				✓
<b>Suicide Awareness and Prevention</b>	Providing an insight into suicide through general awareness and practical alertness tools	✓	✓	✓	✓

1. Topics include: Bullying and Harassment, Managing Stress, Building Effective Relationships, Resilience and Mindfulness, Alcohol and Other Drugs Awareness
2. Topics include: Financial Literacy, Budgeting, Communication, Relationships, Drugs and Alcohol Awareness, Health and Wellbeing, Bullying, Conflict Resolution and Goal Setting

✓ = Recommended

✓ = Optional

# Program integration

An integrated approach to mental health and wellbeing combines initiatives for promotion, prevention, intervention, recovery and support. Evidence indicates that an integrated approach to mental health and wellbeing in the workplace will lead to the greatest benefits for organisations and workers.

## Activities

(Organisational and Individual)

	Managing MH&W	Introduction to MH&W	Supporting Others	Mental Health First Aid	Resilience Skills	Young Worker/ Apprentice Life Skills	Suicide Awareness
<b>Promotion:</b>							
Raising awareness	✓	✓			✓	✓	✓
Stigma reduction							
<b>Prevention:</b>							
Risk and protective factors	✓	✓	✓	✓	✓	✓	✓
Capacity building							
Culture development							
<b>Intervention:</b>							
Identifying	✓		✓	✓			✓
Responding							
<b>Recovery and support:</b>							
Workplace accommodations	✓		✓	✓			
Return to work							

## Assessment and Evaluation



(Assessment, Evaluation, Review, Benchmark)

Determining an organisation's current status and setting a benchmark for later reviews.

Workplace assessment	Situational analysis – <ul style="list-style-type: none"> <li>WHS and HR review</li> <li>Psychological/mental health risk and protective factor assessment</li> <li>Physical environment assessment</li> <li>Workplace structure and culture assessment</li> <li>Wellbeing and performance review</li> </ul>
Workplace survey	<ul style="list-style-type: none"> <li>Employee MH&amp;W survey</li> <li>Measuring engagement and capacity</li> </ul>



PO Box 4605  
Bathurst St PO  
Hobart TAS 7000  
Ph: (03) 6231 0919

 [admin@ozhelptasmania.org.au](mailto:admin@ozhelptasmania.org.au)  
 [www.ozhelptasmania.org.au](http://www.ozhelptasmania.org.au)

